



Cape
Peninsula
University
of Technology

Libraries

ANNUAL REPORT

2008

your information partner at the
centre of CPUT's academic
mission

This annual report is dedicated to the memory of

Adriaan Coetzee

Director of CPUT Libraries

who passed away after a long illness on 4 February 2008



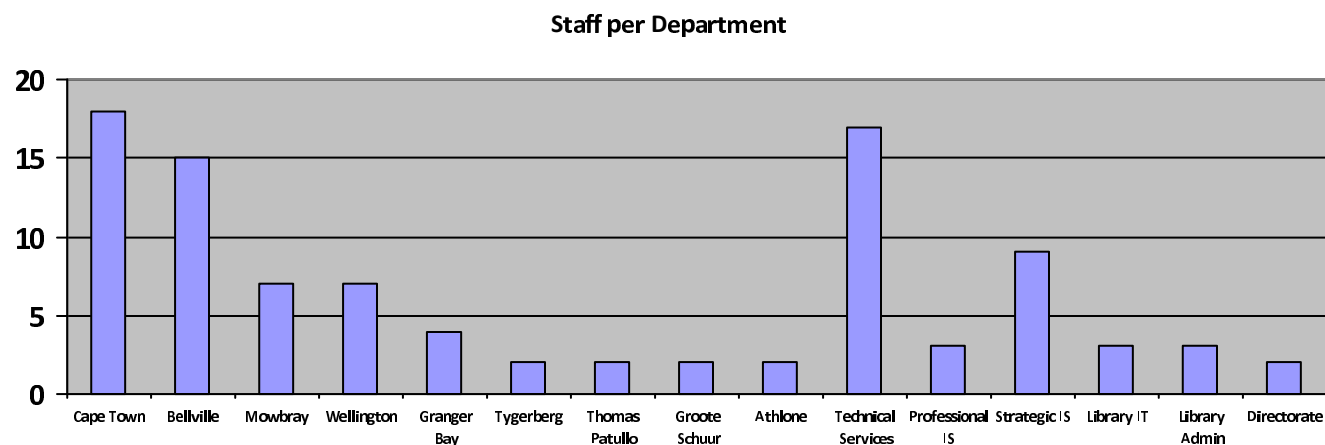
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1. Size and shape

1.1 Branches

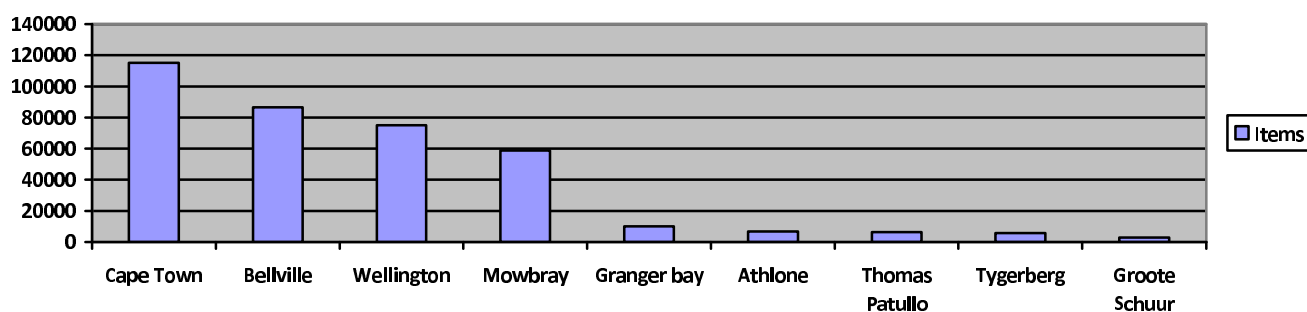
Libraries are situated at nine different sites with 60 staff members serving users directly. The branches range in size from Groote Schuur with 2 staff members to Cape Town with 17. In addition, special sections of the library employ 32 persons in roles including specialist research support, library IT systems, training, and focused units for Entrepreneurs and Environmental resources. Management including library finance and the office of the director has 6 members of staff (although by the end of 2008 the new post of Deputy Director had not yet been filled), giving an overall number of 98 staff in CPUT Libraries.



Branch	Students	Discipline
Cape Town	12569	All faculties except Education
Bellville	9680	All Faculties
Mowbray	2231	Education, Business (Retail, Sport)
Wellington	1740	Education, Applied Sciences (Agriculture), Business (Tourism, OMT, Accounting)
Athlone	880	Health and Wellness (Nursing)
Thomas Pattullo	630	Informatics and Design (Architecture, Int. Design, TRP)
Granger Bay	586	Business (Hotel School), Engineering (Maritime)
Tygerberg	503	Health and Wellness (Nursing)
Groote Schuur	167	Health and Wellness (Nursing)

The above included the Office Management and Technology students that moved from Bellville to Cape Town at the start of 2008. In addition, Thomas Pattullo was created as a separate library to serve the Architecture and other departments temporarily relocated to the Thomas Pattullo building from Cape Town. Although the library at Athlone is still Provincial Administration property, we have supplied staff members, material and other resources from CPUT and run the library as one of our branches.

Branch	Sq m	Sq m per student	Items	Items per student
Cape Town	5486	0.43	115046	9.1
Bellville	3420	0.35	68565	8.9
Mowbray	1136	0.51	58855	26.4
Wellington	791	0.45	75051	43.1
Athlone	N/a		6767	7.7
Thomas Pattullo	293	0.47	6447	10.2
Granger Bay	104	0.18	10129	17.3
Tygerberg	82	0.16	5786	11.5
Groote Schuur	31	0.19	2776	16.6
Total			367.422	12.5



*During 2008 **9008** items were added to the CPUT collections!*

An important feature is the library's ongoing reconfiguration in response to consolidation of courses. As courses move from one campus to another, CPUT Libraries determines which part of the collection has to be moved. This operation requires not only physical moving, but also recataloguing of all material, change of spine label and date sheet card, but also a reconfiguration of shelving to accommodate the new moves. The reconfiguration of Bellville and Cape Town into separate faculty library units within the branches has helped this process as well.

1.2 Support Units

Within CPUT libraries there are also 6 structures supporting the work across all campuses:

- Strategic Information Support Services: 2 staff at Bellville, 7 at Cape Town:
 - RISC (Research Information Support Centre) is aimed at postgraduate students and researchers
 - ERC (Environmental Resource Centre) supports the courses offered as distance learning in Environmental Resource Management by the Faculty of Engineering
 - Entrepreneur Centre is aimed at students wishing to start their own business.
 - Inter-Library Loan with staff presences at Cape Town and Bellville
 - Distance and E-learning support
- Professional Information Services: 2 staff at Bellville, 1 at Cape Town
 - Staff and student training
 - Library marketing
 - Quality Assurance
 - Digitisation projects
 - Collection development and Faculty support coordination
- Technical Services: 17 staff at Bellville
 - Acquisitions, Processing and Cataloguing of all material
 - Catalogue and collection maintenance
 - Journal administration
 - E-resource provision and support
- Library Information Technology resources: 2 staff at Bellville, 1 at Cape Town
 - Hardware purchase and control
 - Integrated Library Management Software purchase, implementation and support

- Library Technology Innovation and support
- Library Administration Unit: 3 staff members in Cape Town
 - Budget and purchasing control and support
 - Library Human Resource Management support
 - Library Asset support and control
- Library Directorate Unit: 1 secretary at Bellville, the Library Director

1.3 Changes during 2008

Besides the opening of Thomas Patullo Library, the major changes that took place in 2008 to the libraries was the reconfiguration of the Bellville Library into the same format as Cape Town – each Faculty had a separate area and library within the larger library.

This drive was assisted by the expansion of the staff structure to include two senior librarians to act as managers of the Cape Town and Bellville branches respectively.

1.4 Evolution of staff structure

The staff structure was made more flexible by the creation of generic job descriptions at all levels of the library: Library Attendant, Library Assistant, Senior Library Assistant; Librarian and Senior Librarian. This enabled the movement of staff within CPUT Libraries on the same level – and in agreement with the unions all vacancies are first seen as an opportunity for a lateral move within the libraries before positions are advertised externally.

With the appointment of four Senior Librarians from within the existing librarian corps this principle was carried out with librarians moving to manage Athlone, Thomas Patullo and Wellington.

1.5 Staff structure

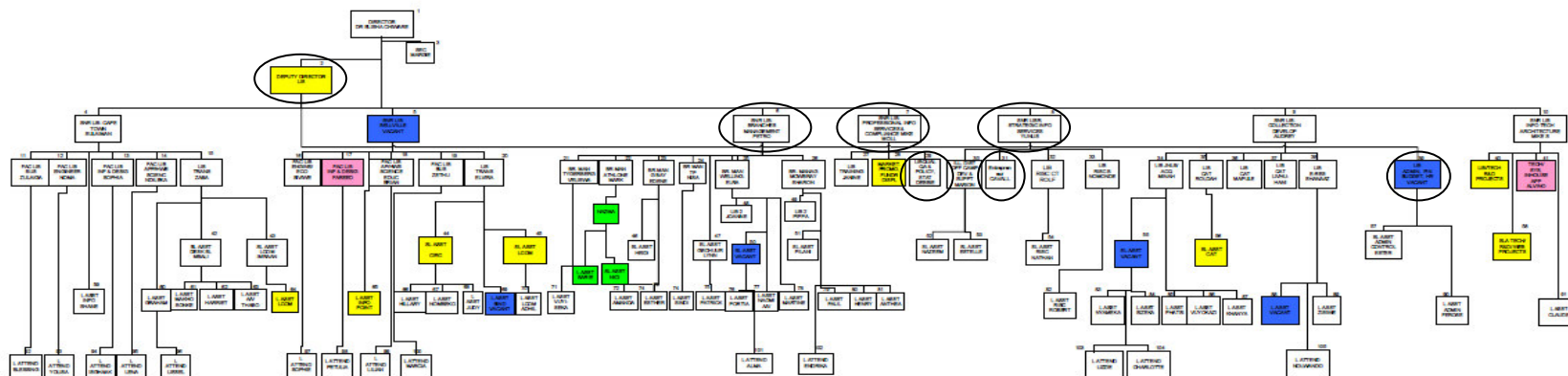
The structure was first workshopped in 2007, and during 2008 CPUT Libraries endeavoured to populate the structure, with minor adjustments. In particular the new Director, although appointed, was not able to take up his position during 2008 and the Deputy Director's post, although created and advertised in 2008, would only be filled in 2009.

Posts created on the structure (indicated by circles below), were: The Deputy Director

- Senior Librarians: Professional information services; Strategic information Services; Branches
- Librarians: Quality Assurance and Digitisation, Finance and Administration; Entrepreneurship unit.

VERSION 8
As on Thu 15 Jan 2009

Posts in yellow still needed approval in 2008; Blur posts were vacancies; Green posts WCCN and Pink posts were contracts



2. Teaching and learning

2.1 Support for teaching and learning

As a support structure the library has at its core the assistance of the user, mainly the student but also including staff. This assistance is offered in various ways;

- Direct user assistance by answering questions posed to staff: 44911 questions were answered during the year: 1,5 questions answered for each student.
- Lending material to users so that they can obtain the necessary information: 208,077 loans were made during 2008: 7.1 for each user.
- Electronic material is made available, mainly through the databases. These provide a quality resource of academic merit: 241792 articles were downloaded: 8.2 articles per user.
- Training in aspects of information literacy that are essential to a student becoming an independent and life-long learner is offered by library staff at all campuses: 5054 students were part of this training.
- A range of value adding services such as printing, binding, lamination, photocopying and even recording facilities is offered.

For each user the library provided

7.1 items to
take home
to use



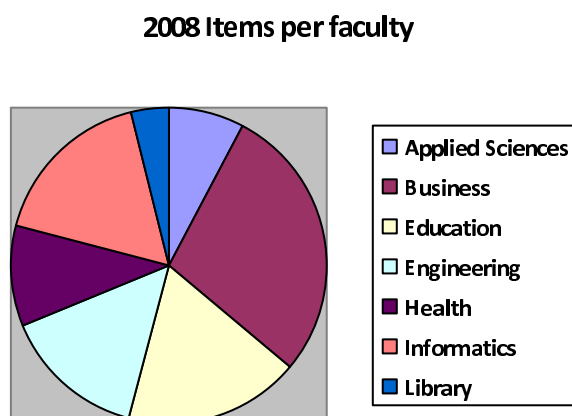
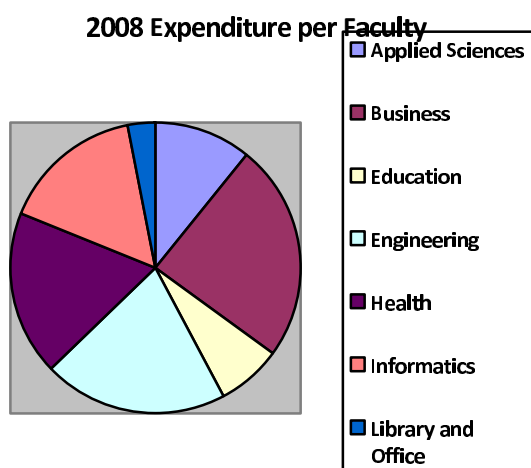
Answers to
1.5 questions

The chance
to visit **32.7**
times

8.2 articles to
keep

In addition, the constant upgrading of the collection is designed to improve the quality of the student's study experience. During 2008 the following was spent on collection development per faculty:

Faculty	2008 Items	2008 Cost	2008 Average cost per item	2007 Items	2007 Cost	2007 Average cost per item
Applied Sciences	341	R 274 804.71	R 805.87	326	R 223 596.63	R 685.87
Business	1250	R 609 123.90	R 487.30	1488	R 849 072.15	R 570.61
Education & Social sciences	797	R 184 882.81	R 231.97	1082	R 243 337.76	R 224.89
Engineering	647	R 523 744.29	R 809.49	983	R 1 129 967.53	R 1149.50
Health & Wellness sciences	464	R 463 357.57	R 998.61	418	R 343 737.46	R 822.33
Informatics & Design	748	R 401 034.71	R 536.14	556	R 267 776.86	R 481.61
Library & Office	166	R 76 892.46	R 463.20	698	R 261 696.40	R 374.92
TOTAL	4413	R 2 533 840.20	R 574.17	5541	R 3 319 184.53	R 599.02



Further initiatives lay in the development of electronic resources such as the website and database access as a tool for students and to improve contact and support from the library. Other IT improvements included the acquisition of specific software (ZoomText) and adaptive hardware for use by disabled students and the setting up of an office and purchase of scanner equipment for the digitisation program.

During 2008 two important *tools* were added:

- RefWorks
- ScholarlyStats

RefWorks adds value to our users in that it simplifies and saves time in terms of compiling their bibliographies. ScholarlyStats provides usage statistics for various databases on one platform, thus enabling us to better analyze usage.

New *information resources* added include:

- Books24x7ITPro - the latest IT books in e-format, with multiple-user access. With this we pay less than R30,00 per title (for an IT book!) and save on staff costs - acquisitions, cataloguing and processing!
- Wiley-Interscience - we obtained access to a selection of Wiley-Interscience journals as the only alternative, Blackwell Synergy, was far too expensive at the time.
- JSTOR - an archive of scholarly journals with free access to 1392 journal titles. Started in September 2008, 3522 articles were obtained during the last four months of 2008



2.2 Curriculum

The library also has an important role to play in curriculum development with its Information Literacy initiatives. During 2008 a draft policy was developed by the IL Committee that was set-up via the Teaching & Learning Committee. This policy will be on the agenda for the next T & L Committee meeting on 12 May 2009.

2.3 Awards and achievements

Library staff are also actively engaged in their own studies. During 2008 the following qualifications were obtained:

BTech: Business Administration: Feroze Samaai

BTech. Office Management & Technology: Adhil Parker

Staff were also active professionally with the following being on the respective committees:

- LIASA WCHELIG Committee: Audrey Patrick (Chair), Debbie Becker, Shanaaz Frier
- LIASA Western Cape Branch Executive Committee: Fatima Darries (Chair), Audrey Patrick
- LIASA Local Conference Organizing Body: Fatima Darries, Audrey Patrick
- National Library Council: Fatima Darries

Shanaaz Frier was awarded a Department of Arts & Culture grant to attend the Liasa conference in Cape Town.

3 Innovation, Research and development

3.1 Initiatives to promote research output, quality

CPUT Libraries have undertaken several initiatives to improve research. These include:

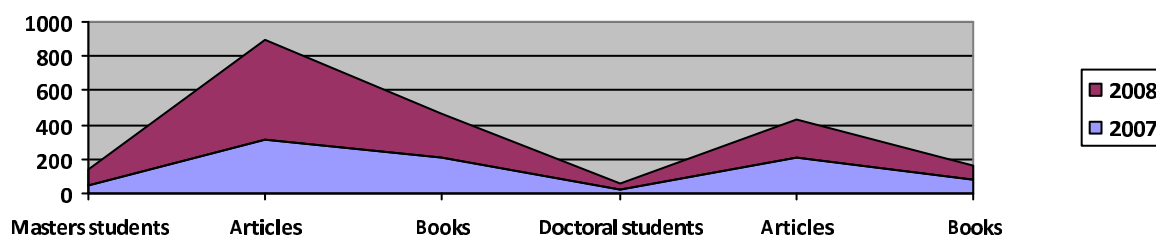
1.The expansion of RISC

- Innovative centre providing dedicated information support for research, the first of its kind in the Western Cape and possibly South Africa expanded to include a centre on the Bellville Campus.
- Physical expansion of CT Centre undertaken during 2008, including the increase in the number of workstations from 14 to 22
- Provision for laptop use, with wireless access

2. Facilitating by RISC of the acquisition of research software

- Refworks, a bibliographic / citation management tool.
- Refworks administrated and training in the use of Refworks done by the Library.
- Turnitin, Plagiarism software tool for academics.

3 The provision of an Inter-Library Lending (ILL) service so as to enable researchers to obtain books from other institutions. This service has shown strong growth



5 Training to researchers by RISC

	2006	2007	2008
M students	Still experimental	3205	3127
D students		335	280
Total		3540	3407

The decrease in 2008 was due to the closing of RISC for expansion and also number of students already trained in 2007 as M and D students typically spend more than one year doing their post-graduate studies

3.2 Research focus areas

Within CPUT Libraries there is also ongoing research by the library staff. The main areas of focus are:

1. Research and information support: research support; information literacy; student training
2. Strategic support
3. Quality and staffing: quality assurance in the library; staffing formulas
4. Digitization: institutional repository; digitization of existing collections

3.3 Research outputs

One M Ed student was co-supervised by a library staff member.

Conference presentations done include:

- Conference presentation at LIASA National Conference: "The mahout on the elephant" by Lynn Kleinveldt and Michiel Moll
- Presentation at Regional Nursing Conference Western Cape: "College Library as nerve centre for research" : Sulaiman Majal
- Conference presentation at Liasa National Conference: "Information literacy in the new curriculum": Michiel Moll
- Conference presentation at POGSA: "Making sense of the information web": Rolf Proske
- Presentation at Library Management Conference: "Enhancement through Customer Relationship Management": Michiel Moll
- Presentation at National Library IT event: "Joomla: the content management system": Michael Smith

4. Community Engagement and Partnerships

4.1 Local and internal

Besides the direct interaction with the public in the libraries, the library has also initiated several programs to reach out to the community.

The first of these is the identification of institutions to which the library can donate books and material withdrawn from our collections. During 2008 three institutions were identified:

- Kulani Public Library in Khayelitsha
- Langa Public Library in Langa
- West Coast College in Malmesbury, to whom a wide selection of Engineering and Hospitality books were donated.



PR intern Tebogo (right) handing over books to West Coast College librarian

Secondly, by supporting the in-service learning of CPUT students. During 2008 we employed two PR Interns:

Danwine Felix
Tebogo Chiloane

Thirdly, our Strategic Information Services Units have been actively engaged in outreach:

- Entrepreneur Centre
 - Presentation by CPUT Alumni at the 1st Internet Café Entrepreneurs in Khayelitsha, on Small Business Ownership.
 - Promotion of courses in Business development in partnership with the UCT Centre for Innovation & Entrepreneurship –
 - CPUT student database of business ideas made available on the Web

- RISC (Research Information Support Centre)
 - Ended 2008 by providing offices for Prof. Burton Director of Postgraduate Studies Centre both Bellville and Cape Town RISC.
 - Liaison with library research support initiatives nationally.
 - RISC on institutional audit group (research) 2008.
 - Postgraduate Students Association (POGSA) conference at Stellenbosch attended and addressed

In addition, 37 students were employed in the different branches, thus ensuring that CPUT Libraries was effectively present in the CPUT student community.

A special partnership exists with the Western Cape College of Nursing. CPUT Libraries has undertaken to assist the College in provision of library services, not only through placement of staff (the two library staff are the only CPUT staff members present on the campus) but also through support of the library function's and purchase of materials.

4.2 Regional, National and international



Strong partnerships exist on the regional level with the other three Western Cape Universities in the form of CALICO, the Cape Library Cooperative. In turn, CALICO is an organ of CHEC, the Cape Higher Education Cooperative with which the library works particularly closely on the subject of copyright.

Nationally, the Director of CPUT Libraries has a sitting on CHELSA (Committee of Higher Education Librarians of South Africa)

Through LIASA CPUT Libraries has also formed international links, with Barbara Jones of FAIFE and IFLA in particular.

CPUT Libraries also hosted the WCHELIG seminar on digitization, with Audrey Patrick, Debbie Becker and Shanaaz Frier playing a leading role in the organization.

5. Quality:

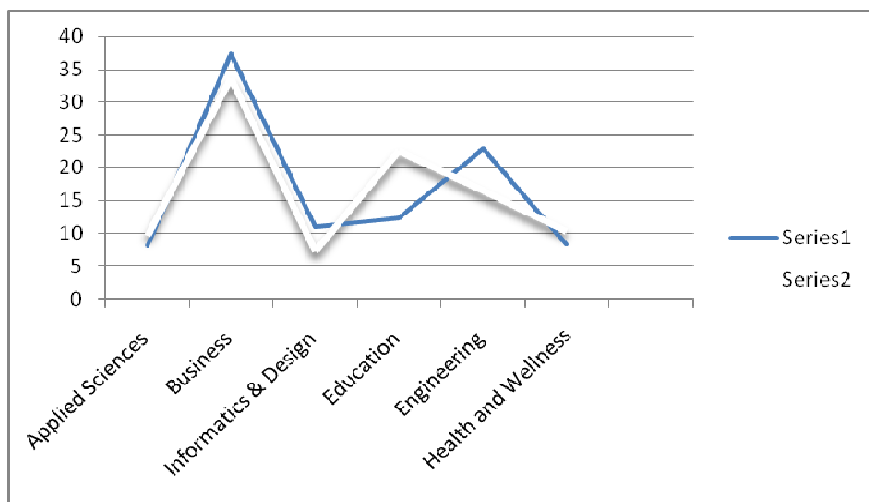
5.1 LibQual+

An internationally benchmarked quality survey, LibQual+, was carried out in May 2008 in order to determine users' opinion of the library in terms of service, information control and place. All students and staff of CPUT were invited to partake in the survey, with a number of incentives to encourage participation. The survey was conducted electronically and via printed forms and input was submitted electronically to the Association of Research Libraries, Texas A&M University.

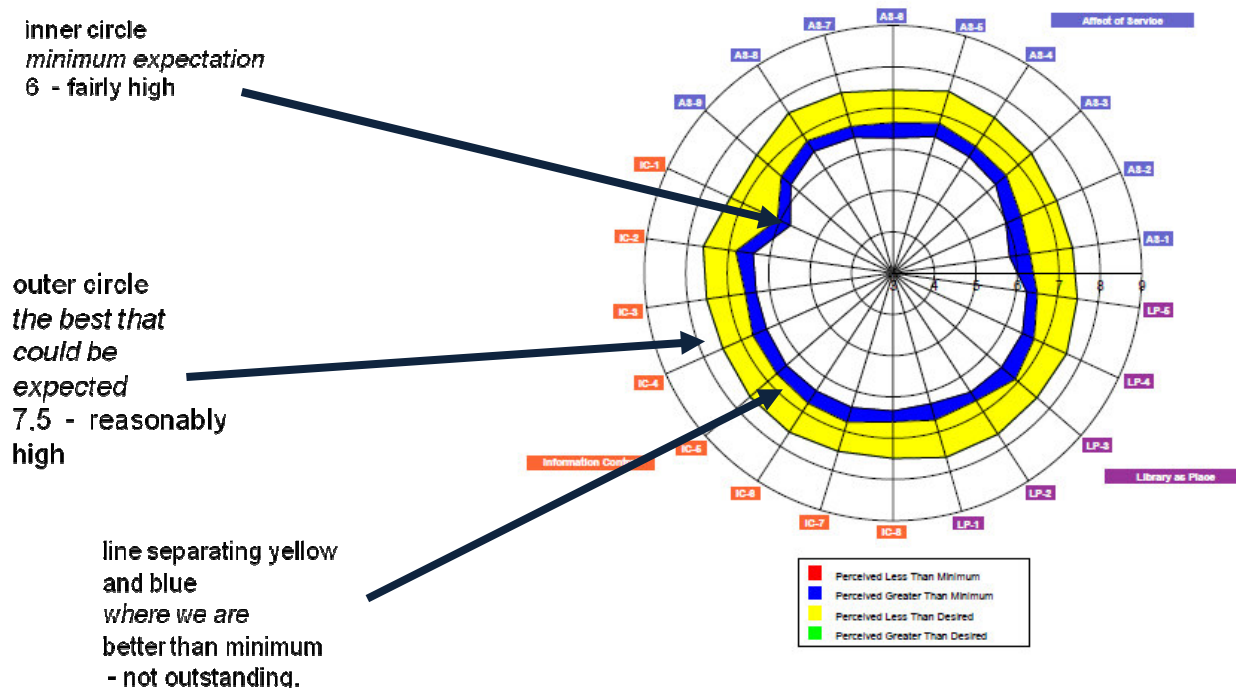
2229 respondents

The dark blue line is the % enrolment per faculty

The white line is the % respondents per faculty



The final results were received by October and gave a clear breakdown of the responses to the questions by the different user groups within the Institution. Respondents were also invited to submit comments which will be analyzed by the library staff.



Overall the response was that the Library was perceived as providing a service greater than the minimum service expected, but short of the maximum desired service. The library management will strategize and implement a response to the perceived problem areas.

5.2 Internal Quality Audit

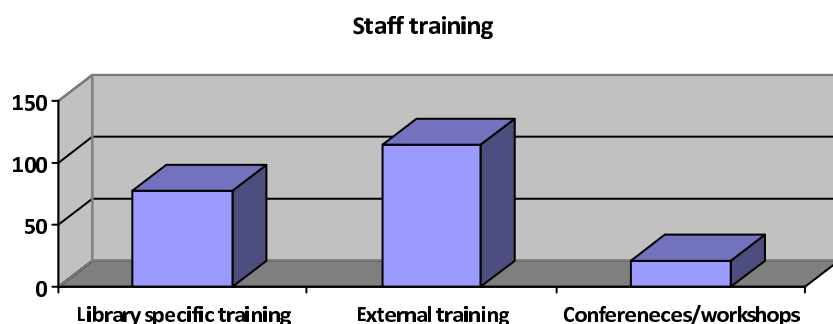
On 18 August 2008, the library underwent an internal quality audit. The panel consisted of 9 members: A. Patrick (Acting as Head of the Unit); Prof. O. Franks (Dean and Head of the Library Committee); N. Crowster (Acting Calico Director and peer from outside the library); Z. Davids (Subject librarian); the Library QA Committee (Y. Omar, M. Moll, J Radloff, D.Becker) ; and R. Weideman (CPUT Quality Officer)

In preparation for the Audit, the library followed the CHELSA Guide to Self Review of University Libraries, looking at the suggested 7 critical success factors. The final rating indicated that, while in most cases the library met the standard expected, 2 areas needed improvement: mainly, Information resources, and Library processes.

5.3 Staff training

As part of our ongoing efforts to improve the quality of the services we offer, intensive staff training is continually being performed. This includes training in the library itself, training done through CPUT and elsewhere, as well as attendance of workshops and conferences.

Description	No. of staff members	% of staff trained
Library specific training	78	87%
External training or conferences	114	127%
The above includes 23 student assistants who attended a Client Service course offered by and external facilitator therefore the % is higher than the 90 permanent staff members. If they are not included it would be 100%		
Conferences/workshops	21	23%



statistics

As a further incentive and assistance to staff to deliver quality service a number of new forms were developed for the collecting of circulation and service statistics in line with the Quality Assurance guidelines and quarterly submission of statistics was implemented. A Quality Assurance contribution will also be added as a KPA to each staff member's performance management contract for 2009.

5. 4 Collection of

5.5 Security measures

A new security gate with a counter was installed at the Thomas Pattullo library in December 2008. The need for the gate was recognized by library and faculty staff and should reduce the number of items reported missing.

5.6 Institutional quality measures

As different courses are preparing course audits, one of the facets they are required to look at is the library use. During 2008 the library assisted several courses with this information and in one case, that of Research, the library was a member of the institutional audit group in the form of RISC.

Other bodies on which the library has sitting include:

- Senate: Director
- Deans' Forum: Director
- ICT Committee: Senior Librarian: Library IT
- Data Quality Committee: Senior Librarian: Library IT
- Teaching and learning Committee: Training Librarian

On an individual campus level the library is also represented in campus structures and is a key player in campus committees, as well as assisting in audits on a campus level, such as those at Education on the Mowbray and Wellington campuses.

Despite repeated verbal invitations and follow-ups, CPUT Libraries was unable to take its place on the Institutional Quality Forum due to lack of communication from the QA office.

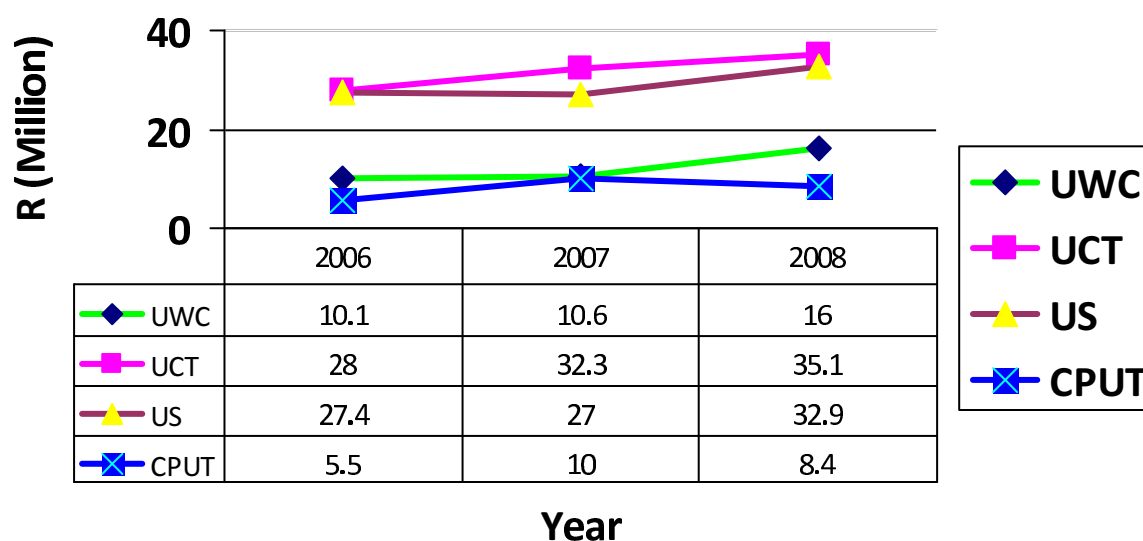
6. Finances

6.1 Budget

CPUT Libraries budget needs to be looked at as two separate budgets: operational, and library information material purchase.

The library operational budget for 2008 excluding staffing amounted to R2,631,600, with a capital budget of R951 400, giving a total of R3 583 000. The library information supply budget for 2008 showed a decrease from the 2007 R10 000 000 to R8 400 000. The following graph shows the budget benchmarked against our partners in the Western Cape CALICO.

Budget for Library Information Supply



6.2 Income

CPUT Libraries generates income in two ways:

- Direct income generation
- Donations and sponsorships

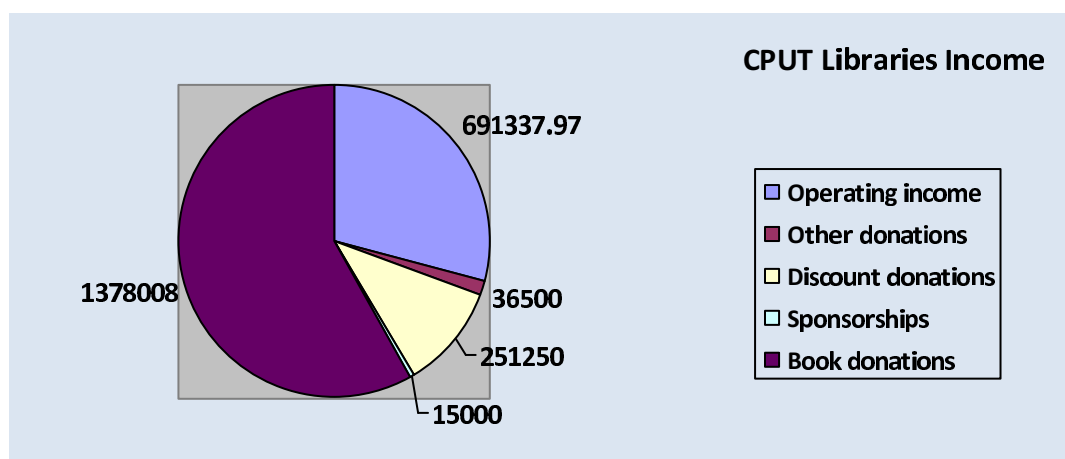
Direct income generation is from services that the library offers including binding, photocopying and laminating. Further income is generated by fines for lost material as well as payment for lost materials which includes a handling fee.

	Total
Bellville	R 77312.50
Cape Town	R 368,082.76
Granger Bay	R 44,716.40
Groote Schuur	R 14,931.00
Mowbray	R 102,112.36
Tygerberg	R 10,462.55
Wellington	R 73,714.40
Total	R 691,331.97

An exceptional source of income for CPUT Libraries is donations. For CPUT Libraries many of these are from other units within CPUT, but there are also external donations. These external donations fall into three distinct groupings:

1. Donations of books. During 2008 2400 books were received as donations. This represents a donation of R1,378,008 as the average cost per book during 2008 was R574.00
2. Donations of money, other material and goods. During 2008 we received some R4000 in computer equipment and some R2500 in other goods and R30 000 from the Department of Health.
3. Part donation as discount. In addition to the donation of books, CPUT Libraries received R240,000 as discounts on book purchases, and R11 250 as discount on purchase of computer equipment for use by disabled students.
4. In addition the library raised sponsorship for conference attendance of R15,000

The total income for the CPUT Libraries for 2008 was R2,372,089.



6.3 Strategic funding

Four main strategic thrusts received specific funding from CPUT Libraries during 2008. These were:

- Digitization: An operational budget of R42 000 was set aside for digitization. This was used for the purchase of equipment specifically for digitization. In addition the post of librarian for Digitization and Quality Assurance was approved, with the person taking up the work on 1 January 2009.
- Entrepreneurial Unit: In addition to the R85 500 operational budget set aside specifically for this unit, the library subscribed to an additional database specifically for Small Business. This unit was also staffed by one full-time librarian.
- Environmental Resource Centre: R30 000 was used from other budgets to cover the operational cost of this unit and, in addition, another database was specifically subscribed to. One full-time librarian staffed the unit, but for the last six months of the year this librarian also acted as Senior Librarian managing Bellville and then Cape Town.
- RISC: R160 000 was spent from other budgets on the operations of this unit. 2 full-time permanent librarians, one Senior Library Assistant and one Library Assistant were also assigned to this unit.

In addition to the funding used directly for the units, and the staffing, these units all enjoyed budgetary support from the two branches in which they were stationed, Bellville and Cape Town, for items such as maintenance support, and even stationery and entertainment expenses.